

Virginia Non-Emergency Medicaid Transportation System FAQs

Q. What is the definition of Fee-for-Service (FFS) VA Medicaid Transportation services?

A. FFS Medicaid transportation services are identified as non-emergency, medically necessary transportation provided to eligible members to ensure reasonable access to and from FFS Medicaid and FAMIS covered services. Non-Emergency Medicaid Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.

Q. What does medically necessary transportation mean?

A. Medically necessary transportation is defined as the most appropriate level or type of vehicle that can safely be provided to the member. NEMT levels of service include taxi (including sedans and mini-vans), non-emergency ambulance, stretcher van and wheelchair van. You may also have three alternatives: fixed-route public transportation, mileage reimbursement or Volunteer Driver.

LogistiCare manages different levels of service in all of Virginia's Medicaid programs. Please see level of service table listed below for levels of service provided to each program. **All transports must be preauthorized and prescheduled by LogistiCare.**

Q. What is Non-Emergency Medicaid Transportation (NEMT)?

A. Non-Emergency Medicaid Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.

Q. At what levels of service will members travel?

A. The level of service describes the type of service required to transport a member. A member can travel by one of several levels of service based on the medical necessity and plan coverage.

Ambulatory (Taxi or Van) Wheelchair		Ambulance	Strecher-Van	
Virginia Medicaid	Virginia Medicaid	Virginia Medicaid	Virginia Medicaid	

Don't forget you can ride with a friend or family member for mileage reimbursement. If you have a bus service in your area, you can ride the bus. Please discuss your level of service needed for your transportation needs with LogistiCare's customer service representative at 866-386-8331.

Q. What does Ambulatory mean?

A. Ambulatory is defined as

- able to walk, or
- able to walk with the assistance of a walker or other device; or
- able to transfer from a wheelchair to a vehicle without assistance, and able to stand and pivot without assistance

Q. Define Wheelchair Van?

A. A wheelchair van is a motorized vehicle equipped specifically with a certified wheelchair lift and wheelchair securement system designed or adapted to safely carry passengers in manual or electric wheelchairs and other mobility devices. Wheelchair van services can only be used in non-emergency transportation. They are limited to use by members who can sit upright, to members without acute medical problems that require them to remain in a horizontal position and by members who use a mobility device.

Q. Define Ambulance?

A. Ambulance, as defined by Code of Virginia §32.1-111.1, means any vehicle, vessel or craft that holds a valid permit issued by the Virginia Department of Health, Office of Emergency Medical Services (OEMS) and that is specially constructed, equipped, maintained and operated, and intended to be used for emergency medical care and the transportation of patients who are sick, injured, wounded, or otherwise incapacitated or helpless. The word "ambulance" may not appear on any vehicle, vessel or aircraft that does not hold a valid EMS vehicle permit. LogistiCare only provides non-emergency ambulance transportation.

Q. Define Stretcher-van?

A. A Stretcher-van is similar to a wheelchair van but it is designed to transport a passenger on a stretcher. It is used when a passenger must be transported in a prone position but does not need the medical services of an ambulance. Stretcher-van service does not provide emergency medical transport and does not include any medical monitoring, medical aid, medical care or medical treatment during transport. It requires a crew of two people on board to safely load and unload the stretcher.

Q. What is a standing order?

A. Standing Orders are recurring trips for treatment that are scheduled at least one (1) day per week to programs such as Supported Employment, Psychosocial Rehabilitation, Adult Daycare, and Dialysis.

Q. How can the Utilization Review/Facility Department help?

A. Facilities who would like to arrange a standing order appointment for Medicaid members should contact a Utilization Review/Facility Representative, submit by fax a Transportation Request Form at least five (5) days in advance for routine appointments and two (2) days notice for standing orders, or utilize the LogistiCare Facility Services website. Please see Facility information on this website. **The phone number is 866-679-6330 and the fax number is 866-907-1491.** The Utilization Review/Facility Department is available 8:00 AM - 5:00 PM, Monday - Friday.

Q. Is it possible for a Medicaid member to be enrolled in both regular and managed care Medicaid?

A. Yes, a member in a Waiver program may also be enrolled in an MCO. Transportation to the Waiver service is covered by LogistiCare's FFS contract. Transportation to a routine medical appointment is covered by the MCO or its transportation broker. LogistiCare is the transportation broker for several MCOs. When you call LogistiCare for transportation arrangements, transportation will be set up accordingly.

Q. What is a Transportation Request Form (TRF)?

A. A Transportation Request Form is document used by facilities to request reoccurring transportation to programs such as Supported Employment, Psychosocial Rehabilitation, Adult Daycare, and Dialysis.

Q. Where do I get the Transportation Request Form?

A. Instructions and the Transportation Request Form are located on the Download navigation section of this website.

Q. Who fills out the Transportation Request Form?

A. The Transportation Request Form must be completed by a Facility representative such as a dialysis clinician, social worker, case manager or other healthcare professional.

Q. Who can request a change to a current standing order?

A. All changes to a standing order must be made by a facility representative. Changes must be made with LogistiCare who will then contact the assigned transportation provider. Do not make changes with the transportation provider or driver directly. The new Transportation Request Form should be faxed to 866-907-1491.

Q. How much notice is needed to schedule transportation?

A. Transportation should be scheduled five (5) business days in advance of the appointment. The day of the appointment is not being included in this calculation. Please have the member's name, Medicaid number, name and address to the pick-up facility, or residence, as well as the destination facility, available when making a reservation. Transportation reservations may be taken with less than a 5-day notice if they are of an urgent nature, which will be verified with the physician's office.

Q. What is an Urgent Trip?

A. An Urgent Trip is defined as a trip to treat a sudden illness or other medical condition that is not life threatening but the member's doctor or other healthcare professional wants to see the member in less than five (5)-days. For example, a baby wakes up with a serious cold or an adult has an infection. Urgent Trip reservations are not for routine appointments or appointments where the member failed to notify LogistiCare to arrange transportation.

Q. What are examples of Urgent trips?

A. Examples of such trips are follow-up appointments within five days, appointments deemed "urgent" by the physician, urgent MRI or CT Scan ordered by a physician, wound care, chemotherapy, and radiation therapy. LogistiCare will verify the urgency with the physician's office.

Q. Does LogistiCare contact doctors, facilities, or agencies to verify appointments?

A. Yes, all Medicaid-paid services are subject to verification or service authorization prior to transport.

Q. What if the member has a request for an emergency trip?

A. Emergency ambulance trips are not arranged through LogistiCare. If an emergency ambulance trip is needed, 9-1-1 should be called.

Q. What are examples of emergencies?

A. Examples are sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical treatment is necessary.

Q. If I have scheduled transportation for a member and the appointment is canceled or the member cannot attend, what should I do?

A. Cancel the trip immediately by calling the LogistiCare "Ride Assist" line for your area. The number to the "Ride Assist" line is listed below. If you do not cancel the trip at least the day before, the provider may show up but will not be paid for the trip. However, the transportation provider can file a "Rider No-Show" complaint against the member if the trip was not cancelled. Frequent "Rider No-Shows" may result in limiting the member's transportation benefit for a time.

Q. What should I do when transportation has been scheduled and no transportation provider arrives to transport the member?

A. If a member's transportation is more than 15 minutes late for the scheduled pick-up, call the "Ride Assist" line. If the provider says he will pick up your member soon, Ride Assist will record a "Provider Late" complaint after the pick-up. If the provider cannot pick up your member, Ride Assist will record a "Provider No Show" complaint.

Q. How do hospitals arrange transportation for members being discharged?

A. Hospital staff contact the Facility Line at 866-679-6330 and select the appropriate prompt. LogistiCare has three hours to assign the trip to a provider and pick up the member. The three hour time frame starts with the call to LogistiCare. *All hospital discharges should be arranged by hospital staff. The member should not make the transportation request for the discharge.* <u>LogistiCare will need to verify the discharge with hospital staff.</u>

Q. How are out-of-state transports arranged?

A. Out-of-state transportation is covered by LogistiCare to the extent that it is general practice for the member in a particular locality to use services in a bordering state. Examples are travel from Scott County, Virginia to Kingsport, Tennessee or travel from Tazewell County, Virginia to Bluefield, West Virginia, Emporia, Virginia to Durham, NC, from Fairfax County to the District of Columbia or other similar near-by locations in bordering states. All other out-of-state transports are arranged by the Department of Medical Assistance Services (DMAS). LogistiCare will discuss your out-of-state transportation needs and forward to DMAS other out-of-state trips that fall under their responsibility. A DMAS representative will contact you to discuss your member's need for out-of-state transportation.

Q. What is the "Ride Assist" phone number?

A. The "Ride Assist" phone number is listed below:

Virginia Medicaid	Region 1	Norton	866-246-9979
Virginia Medicaid	Region 2	Forest	866-586-0255
Virginia Medicaid	Region 3	Richmond	800-742-9758
Virginia Medicaid	Region 4	Norfolk	866-966-3326
Virginia Medicaid	Region 5/6	Charlottesville	866-973-3310
Virginia Medicaid	Region 7	Herndon	866-707-3761

Q. How do I know what region I am in?

A. Please refer to the chart below. In order to determine the region you are in, find the city or county in which you live and refer to the region number at the top of the column.

Region 1			
FIPS Code	City/County		
021	Bland		
052	Bristol		
027	Buchanan		
035	Carroll		
051	Dickenson		
640	Galax		
077	Grayson		
105	Lee		
720	Norton		
167	Russell		
169	Scott		
173	Smyth		
185	Tazewell		
191	Washington		
195	Wise		
197	Wythe		

	Cities and Counties By Region				
	Reg	gion 2		R	
	FIPS Code	City/County		FIPS Code	
	005	Alleghany		007	
	009	Amherst		025	
	011	Appomattox		018	
	515	Bedford City		036	
019		Bedford County		041	
	023	Botetourt		570	
	031	Campbell		049	
	037	Charlotte		043	
	560	Clifton Forge		595	
	580	Covington		075	
	045	Craig		081	
	590	Danville		085	
	063	Floyd		087	
				670	

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Region 3				
FIPS Code	City/County			
007	Amelia			
025	Brunswick			
018	Buckingham			
036	Charles City			
041	Chesterfield			
570	Colonial Heights			
049	Cumberland			
043	Dinwiddie			
595	Emporia			
075	Goochland			
081	Greensville			
085	Hanover			
087	Henrico			
670	Hopewell			
011	Lunenburg			
117	Mecklenburg			
127	New Kent			
135	Nottoway			
730	Petersburg			
145	Powhatan			
147	Prince Edward			
149	Prince George			
760	Richmond			
181	Surry			
183	Sussex			

Region 4			
FIPS Code	City/County		
001	Accomack		
550	Chesapeake		
057	Essex		
620	Franklin City		
073	Gloucester		
650	Hampton		
093	Isle of Wright		
095	James City County		
097	King and Queen		
101	King William		
107	Lancaster		
115	Mathews		
119	Middlesex		
700	Newport News		
710	Norfolk		
131	Northampton		
133	Northumberland		
735	Poquoson		
740	Portsmouth		
159	Richmond County		
175	Southampton		
800	Suffolk		
810	Virginia Beach		
193	Westmoreland		
830	Williamsburg		
199	York		

	Cities and Counties By Region						
Region 5			Region 6			Region 7	
FIPS Code	City/County		FIPS Code	City/County		FIPS Code	City/County
003	Albermarle		015	Augusta		510	Alexandria
033	Caroline		017	Bath		013	Arlington
540	Charlottesville		530	Buena Vista		610	Falls Church
047	Culpeper		043	Clarke		600	Fairfax City
061	Fauquier		069	Frederick		059	Fairfax County
065	Fluvanna		660	Harrisonburg		107	Loudoun
630	Fredericksburg		091	Highland		683	Manassas City
079	Greene		678	Lexington		685	Manassas Park
099	King George		139	Page		153	Prince William
109	Louisa		163	Rockbridge			
113	Madison		165	Rockingham			
125	Nelson		171	Shenandoah			
137	Orange		790	Staunton			
157	Rappahannock		187	Warren			
177	Spotsylvania		820	Waynesboro			
179	Stafford		840	Winchester			

Q. What happens if we don't know what time the member's appointment will be over and no time is arranged in advance for the return ride?

A. The member will use the same "Ride Assist" phone number listed above. Once the appointment is finished, the member or someone at the medical facility must call the "Ride Assist" phone number and request transportation to be sent to pick-up the member. The transportation provider will be dispatched and has up to 45 minutes to pick up the member.

Q. Can a member ask for a preferred transportation provider?

A. Medicaid members do not have the freedom of choice to choose their transportation provider. A request can be made and will be noted by LogistiCare. However, LogistiCare reserves the right to utilize a different transportation provider consistent with the transportation needs of the member.

Q. What is the requirement for minors traveling alone?

A. Minors age 17 and under may travel alone; however, a Consent and Release of Liability Form must be on file. For transporting minors 17 and under please contact the Utilization Department for policy at 866-386-8331.

Q. Where do I get the Consent and Release of Liability Form?

A. Please refer to the Consent and Release of Liability Form found on this website on the download navigator.

Q. Who can sign the Consent and Release of Liability Form?

A. The Consent and Release of Liability Form must be signed by the parent or legal guardian of the minor.

Q. What is an Escort?

A. An escort is a family member, friend or facility employee who accompanies a member for the entire trip and stays with the member at the destination. LogistiCare is not responsible for providing escorts. However, your escort can ride for free. When you make your transportation reservations, please make sure and let LogistiCare know you have someone riding with you.

Q. If I have scheduled transportation for a member and the appointment has been canceled or the member has decided not to attend, what should I do?

A. Notify LogistiCare immediately by dialing the "Ride Assist" line for your region.

Q. What is a transportation attendant?

A. An attendant accompanies a member or a group of members during transport only. The attendant is on the vehicle to ensure the safe operation of the vehicle and the safety of the members. An attendant is an employee of the company that provides transportation services for a member. A transportation attendant is not a personal assistant, an escort, a parent, caretaker, relative or friend. An attendant is not a medical professional, and does not offer professional medical services. A transportation attendant shall be provided for a member or a group of members when it is necessary for the safety of the member(s), to ensure timeliness of the trip and to reduce behavioral problems en route.

Q. Can an attendant stay with a Medicaid member for Medicaid paid services such as a doctor appointment?

A. No, attendants are for the safety of members while riding the vehicle only. However, the member can have an escort ride for free. Please see definition of escort listed above. When the transportation reservation is called in, make sure and tell the customer service representative you have an escort riding as well.

Q. How can I tell if a member qualifies for an attendant?

A. Please refer to the Attendant Pre-Assessment Checklist (APAC) found on this website on the download navigator.

Q. Where do I get the Attendant Care Eligibility Assessment Form?

A. You will find the Attendant Care Eligibility Assessment Form on this website on the download navigator.

Q. Who can request an attendant for a member?

A. Requests for an attendant will be accepted from a qualified assessor, such as the member, member's parent or guardian, the member's case manager or social worker. The request, an Attendant Care Eligibility Assessment Form must be completed and faxed to LogistiCare's Utilization Review/Facility Department at **866-907-1491**.

Q. What is a Volunteer Driver?

A. LogistiCare coordinates volunteer drivers to transport Medicaid members to and from their Medicaid covered service anywhere in Virginia. A Volunteer Driver is someone who is willing to share their time and vehicle to help meet the transportation needs of their community. The Volunteer Driver provides non-emergency Medicaid transportation for local and long distance trips.

Q. What are the requirements to be a Volunteer Driver?

- A. The requirements are:
- a. At least 18 years of age
- b. Current and valid driver's license
- c. Good driving record
- d. Criminal background check and drug

screen e. Liability automobile insurance

coverage

- f. LogistiCare inspected automobile which is safe and in roadworthy condition (vehicle will have a LogistiCare sticker on the passenger side back window)
- q. PASS Training

Note: Volunteer Drivers have the same requirements as regular transportation provider's drivers.

Q. What are the benefits of a Volunteer Driver?

A. Reimbursed at a rate of \$0.50 per traveled mile, personal satisfaction of helping others, FREE Emergency Kit, LogistiCare driver training, etc.

Q. Who do I contact to be a Volunteer Driver?

A. To become a Volunteer Driver you can contact a LogistiCare Volunteer Coordinator at (866) 810-8305 ext. 630.

Q. What is the Mileage Reimbursement program?

A. Mileage Reimbursement pays a member's friend, neighbor or relative at a rate of at least \$0.40 per mile or more from the member's residence to the Medicaid paid service and the return trip home. Mileage Reimbursement trips must be pre-authorized by LogistiCare before transport. LogistiCare assigns a unique trip number to the reservation. The trip number is needed to receive any reimbursement.

Q. Can a friend or family member receive mileage reimbursement for driving a Member to Medicaid appointments?

A. Yes, prior to the trip, call LogistiCare to schedule the transportation. When scheduling mileage reimbursement trips, you will need the name of the person who will be transporting the member as well as their telephone number and mailing address.

Q. How will the mileage reimbursement driver be paid?

A. In order to be reimbursed, a Mileage Reimbursement Trip Log will need to be completed. The physician's office must sign the trip log. The payee will mail the completed signed trip log to LogistiCare's Claims Department for processing. You still need to call LogistiCare before the trip(s) is made to get a trip number for the trip log. If you fail to call in ahead of time, you will not receive reimbursement.

Q. How do I get a copy of the Mileage Reimbursement Trip Log?

A. You will find the Mileage Reimbursement Trip Log on this website on the download navigator. Contact LogistiCare before transporting to receive prior approval and a trip number for reimbursement. The trip number is required for reimbursement.

Q. When will a Mileage Reimbursement trip be paid?

A. The check will be issued three (3) to four (4) weeks after LogistiCare's receipt of the properly completed Mileage Reimbursement Trip Log.

Q. If my facility is near a bus line (Public Transportation), can members take the bus?

A. Yes. Please call LogistiCare's reservation line at 866-386-8331 for information on receiving bus tickets.

Q. How do I arrange Public Transportation?

A. Call the LogistiCare reservations line at 866-386-8331 at least five (5) days before the scheduled medical appointment. This allows for proper delivery of the bus tokens, tickets, swipe cards or passes. Please tell the customer service representative the member will be using public transportation.

Q. Who do I call if the member has not received the bus tickets?

A. Please call LogistiCare's Transportation Coordinator toll free at 866-810-8305 Ext. 608.

Q. Is there a FFS Medicaid User's Guide for Medicaid Transportation?

A. Yes. The FFS DMAS User's Guide can be found on this website on the download navigator.

Q. Can I obtain NEMT program information in a non-English Language?

A. Yes, for assistance please call LogistiCare at 866-386-8331.